



PATENTS
108041-0012

#91B
6-25-03
R. Shadrach
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

6/26
MSR
In Re The Application of:)
Francesco Natalini et al.)
Serial No.: 09/761,950 /)
Filed: January 17, 2001 /)
For: SYSTEM FOR MONITORING)
AND SERVICING APPLI-)
ANCES)

Examiner: J. West

Art Unit: 2857

Cesari and McKenna, LLP
88 Black Falcon Avenue
Boston, MA 02210
June 17, 2003

"Express Mail" Mailing-Label Number: EV336667766US

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AFTER FINAL REJECTION

In response to the Office action dated March 10, 2003, please enter the following
amendments: